

Easterling, Deborah

DDG-1311
230337

From: Easterling, Deborah
Sent: Monday, June 13, 2011 1:43 PM
To: 'Nancy Williamson'
Subject: RE: complaint against CWS rate increase

Dear Mr. & Mrs. Williamson,

This is to acknowledge receipt of your email to the Public Service Commission. I am forwarding your email to our Clerk's Office for processing. Your email will become a part of Docket No. 2011-47-WS and will be posted on our website under this docket.

Please let me know if you should require any additional information.

Sincerely,

RECEIVED

Deborah Easterling
Administrative Assistant

REC'D
MAIL/DMS

From: Nancy Williamson [mailto:Nancy.Williamson@newberry.edu]
Sent: Saturday, June 11, 2011 10:47 AM
To: Contact
Cc: bobandnancew@sc.rr.com
Subject: complaint against CWS rate increase

Attn: Jocelyn Boyd, Clerk, South Carolina Public Service Commission

My husband Robert Williamson and I would like to complain about the CWS intent to increase the water charges. I live in Forty Love Point, at 228 Match Point Drive, Chapin, SC 29036. Our house was built in in 2006 and we have had problems since we moved in. I repeatedly complained to Utilities Inc and was not taken seriously until I gathered several email addresses in September of 2009. My water was so smelly at this point, and brown. I also called DHEC to come out and test it. I had several addresses in my letter, and we even called a meeting a month later and invited DHEC and Bob Gilroy of CWS to come out to our neighborhood to address our concerns. According to DHEC, although the water was brown and had visible sediment in it, and contained a "foul odor", the water was still "drinkable" therefore CWS could not be fined. Another huge issue is water pressure as well; some homeowners can't even shower on some mornings because their homes have no water pressure, this caused by surrounding homes using water at the same time (that was their reply - even for a 6am shower). Even though the DHEC rep admitted she would not drink it, she said that it legally fell into the limits of "drinking" water. Iron Bacteria was causing the foul smell and discoloration, the sediments were black and dark red, appearing like sand in the bottom. There were several residents at this meeting. Several of us complained about our hair discoloration and clothes (from the Iron), and the terrible smell of the water. CWS promised at that time to take care of the situation. They did attempt to; our neighborhoods water supply had been neglected for over 25 years; they had to epoxy our tanks and flush out all of the water lines going into each home. We felt that since there are more homes than the system is supposed to have on it, that was why we were having such issues with our water. We continue to have "boil water alerts" in our neighborhood, and have to dump all of our ice and flush our refrigerators' filtration systems. My toilets are stained and all of my faucets have greenish/grayish crud around the edges that stains my counters and sinks - every bathroom toilet and sink is stained, and my kitchen appliances are stained. The water has an extreme amount of iron and minerals in it; we used to use a water softener to help with this, but CWS told us (the entire neighborhood) to NOT use a water softener. The water quality is bad, no matter hot or cold. My tub continues to fill with brown water to this day (which they come and flush and it returns - every time).

CWS did epoxy the tanks, add chlorine to the water to get rid of the iron bacteria, flush out all of the lines, and respond to individual complaints. The water was better for a few months, but continues to have the same issues. I believe there are 5 pumps on our system, and at any given time, there are at least two pumps off line. The system is old and provides TERRIBLE water. I thought that my water was so bad because my house is situated on the bottom of a slope; however, there seems to be no connection to the placement of the homes or the age of the homes. I know a few people in older homes that are at low slopes that don't complain about their water, and conversely, new homes on higher elevations that have terrible water service. The majority of our residents, including myself, purchase bottled water to drink and to cook with. Taking a bath in my house is simply not an option; our water in the tubs is brown and always comes out this way. Sometimes if we empty the tube once or twice, we can get water that is nearly clear, but then it is no longer warm. I have had skin infections that were diagnosed as "folliculitis" - very painful hair follicle infections, that my doctor said could have been caused or worsened by our water.

I will attach photos of the water; please open them and view them - you will simply not believe the water we have to PAY for, and the thought of them increasing the price of this terrible quality water is completely absurd. I have several neighbors that have the exact same issues as I do, and no matter how many times CWS flushes our lines, this nasty water always comes back. We can't even drink the water that we pay for, and now they want to charge us even more for it, and it is completely unfair. We would like to be a part of the city's water supply that is in the neighborhood next to us, but unfortunately we don't have that option and cannot choose our water source; CWS takes advantage of that fact and knows that no matter what quality we have, we are stuck with it. If there were water utility choices and they had to be competitive, no one would purchase CWS water.

We believe that our water is unfixable as the same issues keep repeating throughout our neighborhood. Our old well /pump system is providing inadequate water quality and pouring chlorine in our tanks is only a quick fix - meanwhile our Forty Love Point families and children continue to ingest not only the bacteria in the water, but also the chemicals they use to kill those bacteria. Although we'd rather smell chlorine than raw sewage, neither is a good choice, nor something we would willing pay for, and we, as a neighborhood, are vehemently against this rate increase.

Sincerely,

Robert & Nancy Williamson
228 Match Point Drive
Chapin, SC 29036
803.407.7173



